

Abstract of the Disclosure

5 A quality of service implementation system is disclosed for
client/agent communication sessions based on expectation of benefit to the
session host. The system includes a control node for receiving a session
request and for soliciting client data associated with the request, a data
storage system for storing client data, a processor for comparing solicited
10 client data to stored client data and for determining a quality of service
option from more than one available option, and an option execution
module for executing the selected quality of service option for application to
the session. In a preferred embodiment, upon receiving a session request at
the control node, the control node solicits data from the request and accesses
15 the data storage system to compare the solicited data with data stored
therein. A quality of service level is selected and implemented for each
granted according to data comparison results.

2004-05-20 09:44:00